

## EMPLOYER SURVEY RESULTS WILL DRIVE ESC ACTIVITIES

Last fall, PERSI mailed a survey to all employers to get feedback on the Employer Service Center (ESC). Fifty percent of employers responded, which is considered a good response rate. PERSI wants to thank everyone who participated in the 2007 survey; your feedback is proving invaluable to PERSI. The results are below:

- (1) The majority of employers (84%) said they were satisfied with their overall experience with ESC during the past year.
- (2) Most employers (86%) felt the transmittal process was easy. Based on the responses, ESC will follow up to identify employer software and support issues.
- (3) Approximately half (48%) employers said transmittals were the single most common reason they contact ESC; terminations and eligibility were also among the top reasons. Even though employers indicated the transmittal process was easy, there are still a variety of questions each month.
- (4) Most employers (83%) prefer to call ESC with questions rather than using email or mail.
- (5) Only 14% of employers said they contact ESC more than once a month.
- (6) Nearly 87% of employers said they were satisfied with the time it takes ESC to respond to requests, which is close to expectations set forth in PERSI's strategic plan.
- (7) The majority of employers (91%) said they found the information they get from ESC useful. The employer manuals and additional materials have proven to be beneficial tools.
- (8) Although transmittal requirements have changed very little in the past 5-6 years, 68% of employers said ESC had effectively communicated new reporting requirements to them.
- (9) Of the employers who responded, 58% said ESC had done a good job in communicating EFT requirements.
- (10) ESC has done a good job in letting employers know about the Employer Portal because 83% of employers said they were familiar with it.
- (11) Employers said they are familiar with the Employer Portal; 69% access it monthly or less. ESC will continue to enhance the portal's usefulness and promote its advantages.
- (12) It is a concern to PERSI that 35% of employers said they had never attended an employer meeting. ESC's goal is to increase attendance.
- (13) Just over half the employers (61%) said they would be interested in training from PERSI on transmittals, the employer portal, or other employer-related tasks. ESC will continue to develop employer education opportunities that are informative and pertinent to its diverse employer population.
- (14) More than three-quarters of employers (79%) said they would participate in an online survey in the future.
- (15) Although employers prefer to call ESC with their questions, email is the best way for ESC to communicate to employers (44%); 18% had no preference from among email, phone, newsletter, and mail.
- (16) Nearly all employers (94%) use an electronic reporting method.
- (17) Employer response breakdown: City 24%; School Districts 21%; State 15%; County 15%; and Other 25%.

ESC is carefully reviewing all the responses to determine an action plan and set an agenda for the 2008 Employer Meetings.



*PERSI Executive Director Alan Winkle (l) presents the Manager of the Year award to Chief Fiscal Officer Jim Monroe (r).*



*PERSI Executive Director Alan Winkle (l) presents the Employee of the Year award to PERSI Answer Center Supervisor Kim Hall (r).*



## Notes

The expected contribution rate increases (scheduled for July 1, 2008 and July 1, 2009) will NOT be implemented. The rates will remain the same until there is a need to raise them.

[Austin Haro](#) and [Roberta Rice](#) are the newest Customer Service Representatives to join the PERSI Answer Center.

PERSI's 2007 annual report is available on the Web site at [www.persi.idaho.gov](http://www.persi.idaho.gov).

PERSI collected food for the Boise County Community Food Box from November 1st thru December 14, 2007. The donations helped families and individuals in need.

PERSI staff adopted two families for Christmas through the Homeward Bound organization again this year. Each family received clothing and warm coats...and of course, toys for the children.